Profile, User, and Device Management

Overview

This guide provides detailed instructions for creating profiles, adding and managing users, managing user devices, and performing inSync client installations.

- **Create and manage profiles**
  - Provides an overview of profile, and how you can create and manage profiles.
    - Create a profile
    - Update a profile
    - Copy a profile
    - Delete a profile

- **Manage the inSync Master email account**
  - Describes how the inSync Master sends email notifications for various activities to inSync users and administrators.
    - Customize the new user activation email
    - Add the sender name, signature, and reply-to address to emails
    - Customize the reset password email

- **Manage administrator accounts**
  - Contains information about managing your account and account of other inSync administrators.
    - Reset the password for an administrator
    - Add or remove profiles assigned to an administrator
    - Update the display name of an administrator
    - Delete an administrator account
- Update your own administrator account
- Manage roles
- Manage rights
- Grant seamless access to an MSP administrator

**Add and manage users**

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Provides an overview of inSync users, and instructions to add and manage them.

- Add users individually
- Add a group of users by importing information from a CSV file
- Update the name or email address of a user
- Update the maximum number of users for a profile
- Change the profile assigned to users
- Reset the password for a user
- Preserve, enable, and delete users
- Change storage assigned to a user
- Configure the login mechanism
- Auto-delete preserved users

**Manage user devices and inSync installations**

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Contains instructions on how to manage user devices and inSync installations.

- Allow users to activate inSync
- Allow users to configure proxy settings for inSync on their devices
- Activate inSync on user devices
- Allow users to install and activate the inSync mobile app on their mobile devices
- Enforce a PIN for inSync mobile app access
- Mark user devices as inactive
- Disable, enable, or delete a user device
- Disable, enable, delete or backup a cloud app account
- Search for devices
- Enable inSync notifications
- Auto-delete inactive devices FAQs
- Configure auto-delete of inactive devices in a profile
- Customize inSync Client for Mac devices
- Disable inSync notifications
Prohibit users from uninstalling inSync Client on Windows devices